

Hampton Wick Surgery News

Your practice newsletter from the Patient Participation Group



No 10: Autumn 2019

Patient Survey - what you said

It's important that we understand all aspects of our patients' experience of the practice, so earlier in the year, the Patient Participation Group (PPG) worked with the practice to run a patient survey. Thank you so much to all of you that took part - around 175 questionnaires were completed. This was a higher response than the previous survey.

The good news is that from the patients who completed the survey around 90% were happy with the doctors and nurses in the practice both in terms of overall satisfaction and experience of being listened to when last seen. We received some really complimentary comments, for example:

"My experience of Hampton Wick Surgery has always been excellent! It has proved to be the best GP service I have ever experienced. Gold stars all round."

"I appreciate your heavy workload and constant demands – well done for managing it as well as you do!"

There were two areas where a third of our patients did not rate their experience very highly; contacting the practice by telephone and arranging an appointment. However it was good to see that nearly 80% highly rated the telephone triage system.

"We realised that as a practice we needed to invest in some new technology," said Dr Kate Moore. "We've recently had a new telephone system installed which will help us to better identify peaks in the number of calls coming through. This will enable us to have more staff answering the telephone when it's getting busy."

We also have a new website which is much more user friendly. Not only does it make it easier to book appointments on line, which we would encourage, but there is easy to find information and advice which may mean that your concern could be dealt with by another health professional such as your local community pharmacist. The website also gives you the opportunity to ask a question of a doctor by email."

"But if patients need an urgent appointment, a telephone triage appointment can be booked throughout the day during the hours 08:00 to 18:00. If you have an urgent immediate need of medical advice or care on the day we advise that you ring the surgery. Your name and contact details will be passed to a Duty Doctor who will call you back and after an initial assessment you will either be given advice over the telephone or booked in to see a Doctor later that same day."

Please remember it may not always be possible to see the doctor of your choice in an emergency."

Winter Flu Jabs – AVAILABLE SOON!

Over 65 Years – now booking appointments from the 9th October

Under 65 Years (At risk groups) – now booking appointments from 16th October

Children – vaccines due in late October, date to be confirmed

Please call the surgery to make your appointment

Hampton Wick Surgery,
Tudor House, 26 Upper Teddington Road, Hampton Wick, KT1 4DY
Tel: 020 8977 2638 www.hamptonwicksurgery.co.uk

Remember

If you urgently need to call a doctor when the practice is closed, call the practice telephone number: 020 8977 2638 and you will be put through to our Out of Hours service. Alternatively, call 111

Exercise and feel better!

Our surgery has joined with the Bushy Park 5k Run and Royal College of GPs to encourage our patients to run, jog or walk.

We launched our initiative in August and a small group of practice staff and patients have already turned up to run or walk.

Says Dr Subo Emanuel, "exercise can boost self-esteem, mood, sleep quality and energy, as well as reducing the risk of stress, depression, dementia and Alzheimer's disease. It has also shown to reduce risk of developing many long-term (chronic) conditions such as heart disease, type 2 diabetes, stroke, and some cancers."

You can either run or walk the 5k! Bonnie Green, Chair of the practice's Patient Participation Group is supporting this initiative. "I think this is a really good idea. I'm no runner so I've walked the 5k along with some of our patients. I really enjoyed it."

So join us to exercise, improve your wellbeing and socialise. Although the Bushy Park Run takes place every Saturday morning, we are starting off with a monthly group. **The next dates are: 28th September, 26th October and 23rd November.** Please let reception know if you would like to join in.

Where to meet: The mobile café near the Princess Diana Fountain Car Park, Bushy Park at 8:40-8:45am for a 9:00 start.

Mental Health Wellbeing - an information event for patients.

On Thursday, 3rd October we are holding an information event for patients around the theme of Mental Health Resilience.

"Mental health wellbeing is so important for everyone and everybody" says Dr Kate Moore, the mental health lead at the practice. "Mental health resilience helps us to cope with anxiety and stress and is important for staving of crises."

The event will include talks on recognising the signs, mindfulness, the role of exercise and good nutrition as well as what support and resources are available in our community.

Patients are invited to come along at 12.30 when light refreshments will be available; presentations will start at 1.00pm and the event will finish at 2.00.

Please let reception know if you would like to attend.

Our Patient Participation Group needs you

The PPG is looking for additional members representing all age groups and the practice's population. Says Bonnie Green, the current chair of Hampton Wick Surgery PPG, "Being part of a PPG is an interesting and rewarding experience and I would definitely recommend it but we do need more patients to join us so that we can continue and expand our work to improve our patients' experience. You can find out more about us on the Patient Participation Group section on the practice website – if you are interested let your doctor or reception know and they will pass your details on to me or email me at ppghamptonwicksurgery@gmail.com

Or you could come along to our next meeting on Wednesday, 13th November at 6.00pm.

You would be very welcome

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